



Job Description

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St. Helens Council

Post: Homelessness Prevention & Intervention Officer

Post Number: PHN 94

Department: Place Services

Grade: SCP26-28

Responsible to: Homelessness Strategy Officer

Purpose of the Post:

To provide intensive case management support to individuals/households in order to prevent homelessness. This includes offering high quality brief interventions to people threatened by homelessness and provide case work to ensure their homelessness is being prevented/ resolved quickly. This role will deliver services as part of Liverpool City Region Trailblazer Early Intervention funding, for clients residing within the St Helens borough.

Duties and Responsibilities

The role will involve working within and alongside Local Authority Housing Options teams:

1. To conduct initial assessments and ongoing reviews of clients' needs, options, and opportunities by creating Personal Housing Plans as appropriate.
2. To provide effective short-term interventions and case work to clients to address their housing issues by either preventing homelessness; improving their housing situation, or to access and sustain a range of housing options; which also includes addressing wider support needs such as benefit management, well-being, learning etc.
3. To signpost clients to relevant support services and provide advocacy and support to access identified services if needed.
4. To seek to prevent homelessness where possible by enabling clients to remain in accommodation if it is appropriate and sustainable for them to do so, using mediation when relevant.
5. To prevent homelessness through negotiation and liaison with family members / landlords / housing providers / housing benefit departments / DWP/wider agencies as necessary.



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6. To support clients to access emergency accommodation where appropriate, to enable them to stabilise before pursuing longer term housing solutions.
7. To prevent homelessness by maximising clients' income to enable them to afford rental payments.
8. To collate up to date, good quality monitoring information and contribution to writing reports.
9. To ensure that clients' feedback is recorded and where appropriate, acted upon, including supporting clients seeking to make a complaint through the formal complaints process and helping clients see the progress they are making.
10. To comply with the Council's Health and Safety Policy and associated safe working procedures and guidelines.
11. To comply with the Council's Comprehensive Equality Policy and to ensure that it is implemented within the service area of the post.
12. To comply with the Council's Information Management Framework (including the Data Protection Policy, Code of Practice and Social Media Policy).
13. To comply with the Council's Code of Conduct a fundamental aspect of which are "the Seven Principles of Public Life", and to conduct oneself with the highest standards of conduct that they require

This post is not subject to Disclosure.

This post is not Politically Restricted in accordance with the Local Government and Housing Act 1989 (as amended).

The details contained within this job description reflect the content of the job at the date it was prepared. However, it is inevitable that over time, the nature of the job may change. Existing duties may no longer be required and other duties may be gained without changing the general nature of the post or the level of responsibility entailed. Consequently, the Council will expect to revise this job description from time to time and will consult the post holder/s at the appropriate time.

Date Prepared: October 2018